

**THE STATE OF NEW HAMPSHIRE**  
**PUBLIC UTILITIES COMMISSION**

**DT 06-108**

**ORDER OF NOTICE**

On June 8, 2006, the New Hampshire Public Utilities Commission (Commission) issued a Secretarial Letter in Docket No. DT 06-044, instructing Verizon New Hampshire (Verizon) to submit tariff compliance pages to clarify the dispute settlement process provided in its wholesale tariff (NHPUC No. 84), including contact details for the person(s) to whom complaints and requests for dispute settlement should be addressed. On July 10, 2006, Verizon filed tariff compliance pages in response to the Commission's letter. Verizon's filing consisted of changes to Section 1.12.1 (general dispute resolution mechanism regulations), and Section 4.1.7 (billing disputes).

Verizon's proposed changes to Section 1.12.1 enumerate certain steps a competitive local exchange carrier must take to resolve a dispute and identify the recipients for the written dispute summary currently required by the tariff. The revised Section 1.12.1.A further includes a requirement that a complaining carrier "must undertake a reasonable effort to resolve the dispute informally, including exhausting . . . escalation procedures" found on Verizon's wholesale website. Section 4.1.7 was revised, as well, to include a general instruction to consult the wholesale website home page.

The Commission's tariff administrator filed a letter on August 8, 2006, seeking clarification with respect to the proposed revisions to Section 1.12. On July 26, 2006, two competitive local exchange carriers, Otel Telekom, Inc. and segTEL, Inc. separately requested an

opportunity to comment and participate in a Commission investigation on the appropriateness of these revisions. A third carrier, BayRing Communications, made the same request by letter on August 2, 2006.

Commission Staff (Staff) has reviewed the filing and related Verizon web sites and recommended opening a new docket to investigate Verizon's proposed tariff revisions and Tariff 84 requirements for dispute resolution, generally. Staff expressed concerns about the adequacy of the referenced web-based instructions. As the proposed revisions affect all carriers who purchase from the tariff -and three of those carriers have requested an investigation, the opening of a new docket is appropriate.

The issues raised include, *inter alia*, whether the dispute resolution mechanism described in the proposed tariff pages, with its references to multiple escalation lists and contacts, is reasonable and likely to lead to an efficient resolution of disputes; whether the proposed timelines for escalation and resolution of such disputes are sufficiently clear; and whether the new cross-reference to a Company web site added to Section 4.1.7 is appropriate for inclusion in the tariff, and, if so, whether the instructions therein are reasonable.

**Based upon the foregoing, it is hereby**

**ORDERED**, that a Prehearing Conference, pursuant to N.H. Code Admin. Rules Puc 203.15, be held before the Commission located at 21 S. Fruit St., Suite 10, Concord, New Hampshire on September 5, 2006 at 10:00 a.m., at which each party will provide a preliminary statement of its position with regard to the petition and any of the issues set forth in N.H. Code Admin. Rule Puc 203.15(c) shall be considered; and it is

**FURTHER ORDERED**, that, immediately following the Prehearing Conference, Verizon, the Staff of the Commission and any Intervenors hold a Technical Session to review the petition and allow Verizon to provide any amendments or updates to its filing; and it is

**FURTHER ORDERED**, that pursuant to N.H. Code Admin. Rules Puc 203.12, Verizon shall notify all persons desiring to be heard at this hearing by publishing a copy of this Order of Notice no later than August 19, 2006, in a newspaper with general circulation in those portions of the state in which operations are conducted, publication to be documented by affidavit filed with the Commission on or before September 5, 2006; and it is

**FURTHER ORDERED**, that pursuant to N.H. Code Admin. Rules Puc 203.17, any party seeking to intervene in the proceeding shall submit to the Commission seven copies of a Petition to Intervene with copies sent to Verizon and the Office of the Consumer Advocate on or before August 30, 2006, such Petition stating the facts demonstrating how its rights, duties, privileges, immunities or other substantial interest may be affected by the proceeding, as required by N.H. Code Admin. Rule Puc 203.17 and RSA 541-A: 32, I (b); and it is

**FURTHER ORDERED**, that any party objecting to a Petition to Intervene make said Objection on or before September 5, 2006; and it is

**FURTHER ORDERED**, that, pursuant to N.H. Code Admin. Rules Puc 203.12 (a) (5), each party has the right to have an attorney represent them at the party's own expense.

By order of the Public Utilities Commission of New Hampshire this sixteenth day  
of August, 2006.

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Adele E. Leighton  
Assistant to the Executive Director

Individuals needing assistance or auxiliary communication aids due to sensory impairment or other disability, should contact the Americans with Disabilities Act Coordinator, NHPUC, 21 S. Fruit St., Suite 10, Concord, New Hampshire 03301-2429; 603-271-2431; TDD Access: Relay N.H. 1-800-735-2964. Notification of the need for assistance should be made one week prior to the scheduled event.